

# First Quarter Check-In

## Orleans Parish Communication District – 911 Center

City of New Orleans

August 15, 2018



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# I. CALEA Accreditation

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# I. CALEA Accreditation

## Status Quo

- With consolidation in May 2016, and Police, Fire and EMS Communication employees becoming OPCD employees, the OPCD has been seeking confirmation of best practices to follow.
- 911 center has been exceeding standards and requested an outside organization to seek additional excellence through accreditation.





# I. CALEA Accreditation

## Scope

- The Commission on Accreditation for Law Enforcement Agencies (CALEA) provides a communications center, with a process to systemically review and internally assess its operations and procedures.
- Attempting accreditation is the primary method for a communications agency to voluntarily demonstrate its commitment to excellence.





# I. CALEA Accreditation

## Improvement/Why It Matters

- Policies, practices and procedures will be examined for professionalism and compliance.
- Verification is sought by outside professionals to ensure New Orleans has the best 911 Center it can be.





## II. Phase II – Back-up 911 Center

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## II. Phase II – Back-up 911 Center

### Status Quo

- There needs to be another physical location for 911 calls to be answered in the case that:
  - The current 911 Center cannot be inhabited for reasons such as smoke, hazardous material spill or structure failure
  - AT&T is not able to send 911 telephone calls from the multiple central offices that serve the permanent 911 Center.





## II. Phase II – Back-up 911 Center Scope



- Telephone equipment and supplies for the back-up 911 Center were re-located to the Real Time Crime Center (RTCC).
- This new location provides:
  - Electric power backed-up by generator;
  - Adequate reserved working space;
  - Connection to CAD for updating records;
  - Improved radio connectivity;
  - City Network.





## II. Phase II – Back-up 911 Center Improvement/Why It Matters

- The previous back-up location was City Hall's 8th floor conference room.
  - No equipment deployed before activation.
  - No Computer Aided Dispatch (CAD) system.
  - Lacking caller location information.
  - Dispatchers using hand held portable radios.
  - No audio recording.
  - Lacking data for three agencies.
  - Room inadequate in size and sound.





### III. Telecommunicator Recruit Class

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# III. Telecommunicator Recruit Class

## Scope

- Sixteen (16) new personnel were hired as 911 Telecommunicators out of 396 applicants.
- Each applicant had to:
  - Successfully complete CritiCall exam;
  - Clear background investigation and drug screen test;
  - Pass electronic pre-employment test verifying ability to pay attention to details while handling multiple calls in a high stress, fast paced environment;
  - Interview.



# III. Telecommunicator Recruit Class

## Scope

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- In the 15-week academy, recruits must complete rigorous coursework in police, fire and EMS dispatch. They also complete 10 weeks of supervised training on the operations floor.





## IV. 911 Telephone Answer Time

## IV. 911 Telephone Answer Time

### Status Quo



- The NFPA requires that OPCD answer 9-1-1 calls within 15 seconds, 95% of the time.
- Currently, OPCD is trending at 98%.



# V. Reorganization

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# Reorganization

## Office of Training & Compliance

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- New division staffed by a manager, two supervisors and four specialists who are solely focused on quality control, quality assurance, compliance and the development of training materials.
- This new division centrally handles all complaints and manages all accreditation efforts.

